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### ABSTRACT

A global service management system (GSMS) for use in an advanced intelligent network is provided. The GSMS is adapted to communicate with two or more network element managers servicing SCPs and operating pursuant to different protocols. Upon receiving an update request message, the GSMS identifies the destination(s) of the message, translates the message into the protocol(s) used at the destination(s) as needed, and routes the translated message to the identified destination(s). In some embodiments, the GSMS is adapted to develop an indication of a status of a service package in response to a request message. The indication includes data identifying any changes in the service package occurring within a predefined time period.

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